

# **Suspension Order Process**

## **While Claimant is in Vocational Services**

### **Guidelines for CMs, VSCs and VRCs**

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#### **Overview**

The new suspension order process introduced in February 2006 requires that actions and timelines be followed carefully in order for the process to work correctly (claim managers refer also to vocational scenarios C, D and E from the L&I training).

The guidelines will assist the claim manager, unit VSC and the private VRC in identifying appropriate actions and timelines when a claim with an open vocational referral is being suspended.

Claim managers need to remember to use the training material referenced above as part of this process, particularly when determining the appropriate outcome to use when closing the referral under various scenarios. In some cases, the process requires that the claim manager outcome not be the same as the outcome recommended by the vocational provider.

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#### **Page**

- |   |   |
|---|---|
| 2 | <b>Scenario C:</b> Time-Loss Suspension Order while claim is in Ability to Work Assessment    |
|   |   |
| 3 | <b>Scenario D:</b> Vocational Services Suspension Order while claim is in Plan Development    |
|   |   |
| 4 | <b>Scenario E:</b> Vocational Services Suspension Order while claim is in Plan Implementation |

**Scenario C: Time-Loss Suspension Order while claimant is in  
Ability to Work Assessment**

<b><u>Claim Manager Action</u></b>	<b><u>VRC Action</u></b>
<b>Sends non-cooperation letter to worker</b>	Keeps referral open. Continues to collect information relevant to completing referral.
A: Worker cooperates	Works referral to completion
B: Worker does not respond to non-cooperation letter	Works referral to completion based on information that is available or can be obtained. Specifically addresses and documents (per WAC 296-19A-070) worker's ability to work and/or benefit from vocational services, had he cooperated. If information is insufficient to address employability closes referral with SNA3 recommendation <u>after</u> suspension order is issued by CM. Staff the referral closure recommendation and documentation with unit VSC prior to submitting.
<b>Issues Suspension Order</b>	Works on or completes referral based on information that is available or can be obtained. Specifically addresses and documents (per WAC 296-19A-070) worker's ability to work and/or benefit from vocational services, had he cooperated. If information is insufficient to address employability closes referral with SNA3 recommendation. Staffs the referral closure recommendation and documentation with unit VSC prior to submitting.
A: Worker cooperates (If VRC has entered a recommended outcome, CM may request VRC to resume working on referral OR close the old referral and make a new one depending on the claim situation.)	If referral is open, works referral to completion. If referral recommendation has already been made, VRC will consult with CM to determine whether to resume work on the referral and what work is required. The unit VSC may be consulted if necessary.
B: Worker fails to cooperate and suspension process continues. The CM should leave the voc referral open until medical fixity is reached and the claim is ready to close.	If referral is open, completes referral based on information that is available or can be obtained. Specifically addresses and documents (per WAC 296-19A-070) worker's ability to work and/or benefit from vocational services, had he cooperated. If information is insufficient to address employability closes referral with SNA3 recommendation. Staff the referral closure recommendation and documentation with unit VSC prior to submitting.

**Scenario D Vocational Services Suspension Order  
while claim is in Plan Development**

<b><u>Claim Manager Action</u></b>	<b><u>VRC Action</u></b>
<b>Sends non-cooperation letter to worker</b>	Keeps referral open. Continues to collect information relevant to completing referral.
A: Worker cooperates	Works referral to completion
B: Worker does not respond to non-cooperation letter	Prepares report addressing WAC 296-19A-100(3). Specifically addresses whether and how worker would have benefited had he cooperated. Closes referral with SNA3 recommendation <u>after</u> suspension order is issued by CM. Staff the referral closure recommendation and documentation with unit VSC prior to submitting.
<b>Issues Suspension Order</b>	Works on or completes referral based on information that is available or can be obtained. Prepares report addressing WAC 296-19A-100(3). Specifically addresses whether and how worker would have benefited had he cooperated. Closes referral with SNA3 recommendation. Staff the referral closure recommendation and documentation with unit VSC prior to submitting.
A: Worker cooperates (If VRC has entered a recommended outcome, CM may request VRC to resume working on referral OR close the old referral and make a new one depending on the claim situation).	If referral is open, works referral to completion. If referral recommendation has already been made, VRC will consult with CM to determine whether to resume work on the referral and what work is required. The unit VSC may be consulted if necessary.
B: Worker fails to cooperate and suspension process continues. The CM should leave the voc referral open until medical fixity is reached and the claim is ready to close.	If referral is open, completes referral based on information that is available or can be obtained. Prepares report addressing WAC 296-19A-100(3). Specifically addresses whether and how worker would have benefited had he cooperated. Closes referral with SNA3 recommendation. Staff the referral closure recommendation and documentation with unit VSC prior to submitting.

<b>Scenario E: Vocational Services Suspension Order while claimant is in Plan Implementation</b>	
<b>Claim Manager Action</b>	<b>VRC Action</b>
<b>Sends non-cooperation letter to worker</b>	Keeps referral open. Continues to collect information relevant to completing referral.
A: Worker cooperates	Works referral to completion if the plan can be salvaged. If the plan cannot be salvaged, Prepares report addressing WAC 296-19A-120(2) and (3). Specifically addresses whether and how worker would have benefited had he cooperated Addresses current employability of worker, per WAC requirements. VRC outcome will either be ATW (if employability is documented) or SNA3. Staff the referral closure recommendation and documentation with unit VSC prior to submitting.
B: Worker does not respond to non-cooperation letter	Prepares report addressing WAC 296-19A-120(2) and (3). Specifically addresses whether and how worker would have benefited had he cooperated and whether the plan can be salvaged. Addresses current employability of worker, per WAC requirements. VRC outcome will either be ATW (if employability is documented) or SNA3. Staff the referral closure recommendation and documentation with unit VSC prior to submitting.
<b>Issues Suspension Order</b>	Prepares report addressing WAC 296-19A-120(2) and (3). Specifically addresses whether and how worker would have benefited had he cooperated and whether the plan can be salvaged. Addresses current employability of worker, per WAC requirements. VRC outcome will either be ATW (if employability is documented) or SNA3. Staff the referral closure recommendation and documentation with unit VSC prior to submitting.
A: Worker cooperates (If VRC has entered a recommended outcome, CM may request VRC to resume working on referral OR close the old referral and make a new one depending on the claim situation).	If referral is open, works referral to completion if the plan can be salvaged. If referral recommendation has already been made, VRC will consult with CM to determine whether to resume work on the referral and what work is required. The unit VSC may be consulted if necessary.
B: Worker fails to cooperate and suspension process continues. The CM should leave the voc referral open until medical fixity is reached and the claim is ready to close.	If referral is open, completes referral based on information that is available or can be obtained. Prepares report addressing WAC 296-19A-120(2) and (3). Specifically addresses whether and how worker would have benefited had he cooperated and whether the plan could have been salvaged. Addresses current employability of worker, per WAC requirements. Closes referral with SNA3 recommendation. Staff the referral closure recommendation and documentation with unit VSC prior to submitting.